

# CQC Inspection Findings – RUH Bath

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## Background

- The CQC carried out an inspection of the Royal United Hospitals Bath NHS Foundation Trust in March 2016
- Inspection report based on:
  - Data from local Clinical Commissioning Groups and Monitor (now NHS Improvement)
  - Findings from the inspection – observations, discussions with staff, patients, relatives
  - Data held by the CQC including from the Provider Information Requests

## Our ratings for Royal United Hospital Bath

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement
Maternity (community services)	Good	Requires improvement	Good	Good	Good	Good
Medical care	Good	Requires improvement	Good	Requires improvement	Good	Requires improvement
Surgery	Good	Good	Good	Requires improvement	Good	Good
Critical care	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Maternity and gynaecology	Requires improvement	Good	Good	Good	Good	Good
Services for children and young people	Good	Good	Outstanding	Good	Good	Good
End of life care	Good	Good	Outstanding	Outstanding	Good	Outstanding
Outpatients and diagnostic imaging	Good	Not rated	Good	Requires improvement	Good	Good
Overall	Requires improvement	Good	Outstanding	Requires improvement	Good	Requires improvement

## Our ratings for Royal National Hospital for Rheumatic Diseases

	Safe	Effective	Caring	Responsive	Well-led	Overall
Medical care	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Outpatients and diagnostic imaging	Good	Not rated	Good	Good	Good	Good
Overall	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement

## Summary of ratings

- Inspection report highlights many areas of good and outstanding practice:
  - End of life care and the caring domain rated as ‘outstanding’
  - Leadership, governance and safety culture promoting high quality person-centred care
  - Good coordination of care
- Of the 53 indicators represented by the core services and CQC domains:
  - ☆ 3 rated as ‘outstanding’
  - 36 rated as ‘good’
  - 14 rated as ‘requires improvement’

# Areas for improvement

- Some areas for improvement identified including:
  - Staffing levels
  - Pressures in urgent and emergency care
  - Patient flow
- The main areas for improvement relate to Urgent and Emergency Services, Medical Care and Critical Care
- An improvement plan is being implemented to address the areas of concern identified by the CQC

# Urgent & Emergency Services

Requires improvement	Actions taken / planned
Reporting on triage of self-presenting patients	<ul style="list-style-type: none"> <li>• Report added to the daily validation report</li> <li>• Continue training in use of the Manchester Triage tool</li> </ul>
Record keeping including pain assessments and early warning score	<ul style="list-style-type: none"> <li>• Nursing documentation reviewed and checklist introduced</li> <li>• Further NEWS training</li> <li>• Regular auditing</li> </ul>
Nurse staffing levels	<ul style="list-style-type: none"> <li>• Staffing levels reviewed including skill mix</li> <li>• Continue proactive recruitment to vacancies</li> </ul>
Ensure all staff are up to date with mandatory training	<ul style="list-style-type: none"> <li>• Electronic staff record amended to reflect correct staff groups in training reports</li> <li>• Monthly review of training by Clinical Lead and Matron</li> </ul>

# Critical Care

Requires improvement	Actions taken / planned
Delayed discharges to wards and discharges at night	<ul style="list-style-type: none"> <li>Working group established to identify themes and lead actions</li> </ul>
Review of equipment to ensure all maintenance and servicing is up to date	<ul style="list-style-type: none"> <li>Equipment spreadsheet created to monitor servicing</li> <li>Daily checklist for checking of equipment</li> </ul>
Employment of Critical Care Matron & nursing levels	<ul style="list-style-type: none"> <li>Matron appointed and commenced in post</li> <li>Protecting the admitting nurse &amp; nurse in charge status</li> <li>Business Case to be submitted (2<sup>nd</sup> Supervisory Nurse)</li> </ul>
Storage and checking of medicines	<ul style="list-style-type: none"> <li>New Digi Lock fridge &amp; digilocks to the drug cupboards</li> <li>Adaptions to resus trolleys to be tamper compliant.</li> </ul>
Cleanliness	<ul style="list-style-type: none"> <li>Declutter, deep clean &amp; afternoon cleaning hours</li> <li>Weekly dual cleaning audits (domestic &amp; nursing)</li> </ul>
Incident reporting – staff awareness, reporting and feedback	<ul style="list-style-type: none"> <li>Monthly governance meetings including incidents</li> <li>Demonstrable increase in incident reporting &amp; feedback to staff</li> </ul>
Ensure policies, guidance and protocols are up to date	<ul style="list-style-type: none"> <li>Removal of paper copies (electronic only)</li> <li>Review policy/procedure/guidance through governance meetings</li> </ul>

# Medical Care

Requires improvement	Actions taken / planned
Care records and documentation including risk assessments, care plans and monitoring records	<ul style="list-style-type: none"> <li>Weekly audits</li> <li>Nursing handovers include documentation review</li> <li>Senior sister walk round includes documentation review</li> </ul>
Ensure appropriate medical care is provided to patients transferred to the RNHRD	<ul style="list-style-type: none"> <li>SOP for consultant cover clinically for medical patients staying at the RNHRD</li> <li>Audit of transfer of patients</li> <li>Implementation of ward round check list</li> </ul>
Nurse staffing levels and staffing reviews	<ul style="list-style-type: none"> <li>Annual skill mix review with Head of Nursing for Medicine, Matrons and Senior Sister to ensure appropriate skill mix / time of shift patterns</li> <li>Established an operational Safer Nurse Staffing Group led by the Lead Nurse for Workforce Development</li> </ul>
Ensure staff are aware of the major incident protocol	<ul style="list-style-type: none"> <li>Major incident training now provided on induction</li> </ul>